Innovation & Technology Department
Mobile Device Management Audit Action Plan

	Recommendations	Action Plan	Target Completion Date
1	IT should periodically reconcile, at least annually, MDM to the Computer and Mobile Inventory SharePoint database to ensure records are accurate and updated timely.	Monthly Cellular phone bills are the authoritative record for active devices. It's now being distributed to departments for review and validation. The reports are being compared to MDM to identify, wipe and remove disabled devices.	10/30/18
2	IT should review the MDM inventory list and confirm with the department that the inactive device is no longer needed; have the device returned to IT. Going forward, IT should revise their practices - if a device has been upgraded for an employee, IT should exchange the new device for the old one at the time the employee receives the new device. MDM should be updated at that time to reflect this transaction.	Assigned equipment field is being added to the MAC (Move, Add, Change) form. Departments will now have the ability to check the box to request or return a mobile device when adding or removing employees accounts. I.T. will validate MDM records and follow up with the requesting department to retrieve the device when this option is selected.	10/30/18
3	Upon notification from Human Resources that an employee is no longer with the City, IT should check the MDM and SharePoint inventory database to confirm that the employee was issued a mobile device. If the employee was issued a mobile device(s), IT should immediately contact the employee's department to determine disposition of the device. If the device is to be deactivated, IT should take immediate action and cancel the service and update MDM and the Computer and Mobile Inventory SharePoint database.	The MAC form is the primary method of requesting I.T. service provisioning and de-provisioning. The option to identify mobile device assignment or removal is being added to the MAC form. Also, the helpdesk team will review the IFAS weekly termination list and identify any named users that have a device assigned in MDM and engage the employee's department to retrieve the device and notify the I.T. phone contract admin to disable the line with the appropriate carrier.	10/30/18